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GLOBAL CONNECTION INC. OF AMERICA
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2000-149-C

GLOBAL CONNECTION INC. OF AMERICA

January 18, 2010

Mr. David Lacoste
Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

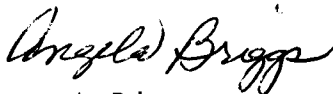
Subject: Global Connection Inc. of America
F/K/A Global Connection of South Carolina, Inc.
4th Quarter Service Quality Report **2009**
Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **December 31, 2009** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,



Angela Briggs
Paralegal

/acb
Enclosure

A Communications Company

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
4th Quarter Results
Oct, Nov, Dec 2009

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 4th Quarter / 2009

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of customer Access Lines	<u>2,370</u>	<u>2,316</u>	<u>2,308</u>
Trouble Report / Access Line (%)	<u>4.09%</u>	<u>2.50%</u>	<u>2.60%</u>
Customer Out of Service Clearing Times (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>
New Installs Completed within 5 Days (%)	<u>98%</u>	<u>98%</u>	<u>98%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Issa Elkhoury

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